



United Concordia Companies, Inc

Tricare Dental Program Update

TLAC Conference
April 22, 2003

Presented By

Rich Panepinto
Manager, Benefit Relations



Enrollment Statistics *As of 4/01/03*

	Eligible	Enrolled	%Enrl
Army <i>(Includes Guard)</i>	278,678	187,118	67.1%
Navy	196,618	147,705	75.1%
Air Force	205,790	151,334	73.5%
Marines	73,043	52,792	72.3%
USCG	21,007	17,184	81.8%
Public Health	4,337	3,343	77.0%
NOAA	142	119	83.8%
TOTAL	779,615	559,595	71.8%



Enrollment Statistics OCONUS (includes APO/FPO)

	Eligible	Enrolled	%Enrl
Army <i>(Includes Guard)</i>	49,823	25,104	50.4%
Navy	20,611	10,393	50.4%
Air Force	31,676	14,227	44.9%
Marines	5,458	2,800	51.3%
USCG	81	53	65.4%
TOTAL	107,649	52,577	48.8%



UCCI Web Site

Overall Visits

2001 **1,416,910**

2002 **2,255,698**

Most Visited Pages

TDP Home Page

Provider Directory

Benefit Book

FAQ

Biggest Increases

My Dental Benefits

Frequently Asked Questions (FAQ)



Customer Service

OCONUS Stats

2002

Telephone Calls Email Written

6,260

1,509

262

TLAC 422

57

17

2003

Telephone Calls Email Written

1,736

518

123

TLAC 111

16

1

NOTE: The numbers above represent numbers for the Tricare Latin America area.

DBA Activities

2001

<u>Briefs</u>	<u>Meetings</u>	<u>HF/Tables</u>	<u>Bases</u>	<u>Units</u>
722	1,120	364	1,183	
2,917				

2002

<u>Briefs</u>	<u>Meetings</u>	<u>HF/Tables</u>	<u>Bases</u>	<u>Units</u>
506	970	410	1,144	
2,427				

2003

January 2003-March 2003

<u>Briefs</u>	<u>Meetings</u>	<u>HF/Tables</u>	<u>Bases</u>	<u>Units</u>
185	174	82	234	380



Top Issues

- **DEERS vs DOES**
- **Reserve Activation/Mobilization**
- **Stop Loss**
- **Collection of Premiums**
 - **LES Allotment**
 - **Direct Billing of A/D**
 - **Sponsors sent to Collections**
- **Decrease Enrollment of Jr. Enlisted**



Questions & Answers